KANEPACKAGE PHILIPPINE INC.
No. 5 Ring Road LISP II, Brgy. La Mesa, Calamba City, Laguna
Telephone No. (049) 545-7166 to 69
Fax No. (049) 545-6302

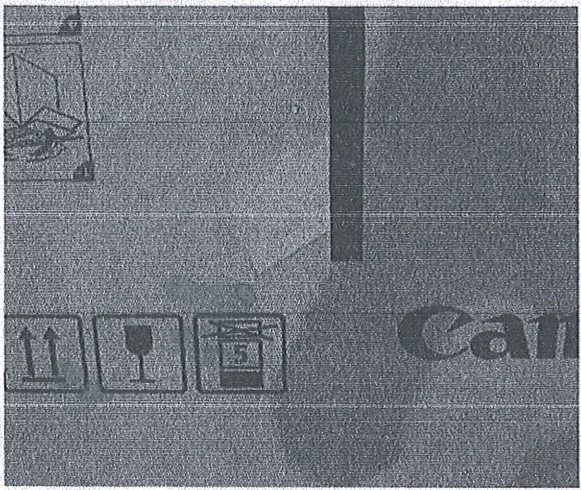
INVESTIGATION REPORT FORM (IRF)

[x] Inhouse Detection [ ] Customer Claim

Control No.: 157 Date Issued: 20 01 27

Customer	CANON	Attention To	Mr. Gerald De Guzman / Ms.Weena Apalla
Item Code	FX2-5097-000	Department	PRODUCTION
Item Description	Z10 BOX OUTER	Date of Detection	20 01 24
Job Order Number	WO-F-20-003-2	Section Detected	PRD - GLUING

ILLUSTRATION OF THE PROBLEM



[ ] Major [x] Minor

Lot Quantity (pcs.)	Reject Quantity (pcs.)	Reject Percentage
500	25	5.00%

Nature of Defect:

PEEL-OFF

Requirement:

For Class B & C: 100mm x 5mm Peel-off is acceptable

Actual:

50mm x 60mm Peel-off on the flap

NO. OF OCCURRENCE	DISPOSITION	AREA OF OCCURRENCE / ORIGIN		CONTENT
[x] First	[ ] Hold	[ ] Slotter	[ ] Gluing	[ ] Material
[ ] Recurrence	[ ] Special Acceptance	[ ] EQOS	[ ] Vertical	[ ] Dimension
No.:____________	[ ] For Rework	[x] Diecut S1700	[ ] Others:	[x] Appearance
Date:____________	[x] Reject / Disposal	[ ] Detaching	____________	[ ] Process / Method

Issued by	Checked by	Approved by	Received by (Receiving Section)
Adrian Vergara QA-IE Staff	Mr. Roderick Ramos QA Supervisor	Mr. Rexel Almario QA Asst. Manager	Mr. Gerald De Guzman / Ms.Weena Apalla Head/ Supervisor

I. INVESTIGATION / ANALYSIS

	DIRECT CAUSE: (Analyze the reason of occurrence, why it happened?)	INDIRECT CAUSE: (Analyze the reason of occurrence, why it leaked?)
System / Training	Why 1: Why 2: Why 3: NOT A FACTOR Why 4: Why 5:	Why 1: Why 2: Why 3: NOT A FACTOR Why 4: Why 5:
Design / Toolings	Why 1: Why 2: Why 3: NOT A FACTOR Why 4: Why 5:	Why 1: Why 2: Why 3: NOT A FACTOR Why 4: Why 5:
Process / Material	Why 1: - INSUFFICIENT CUTTING OF DIE-BLADE DURING DIECUT PROCESS. - EVEN THE CUTTING WAS GOOD ON THE START OF MASS PRODUCTION, THERE ARE TIME THAT THE BACKINGTAPE WAS BREAK DUE TO HARDNESS OF MATERIALS WHY SOME PORTION GOT UNCUT. - THE UNCUT PORTION BECOME PEEL OFF DUE TO AUTO STRIPPING PROCESS. Why 2: Why 3: Why 4: Why 5:	Why 1: - NO OCCURENCE OF PEEL-OFF DURING TRIAL RUN IN DIECUT S1700. Why 2: - PEEL OF HARD TO DETECT EARLY BECAUSE ITEM WAS FACING ROUGH SURFACE ON TOP DURING PROCESS. Why 3: Why 4: - POSSIBLE OPERATOR MISSED THE SAMPLING FOR THE LAST BATCH (25pcs) OF MATERIALS. Why 5:

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FINAL CONCLUSION

OCCURRENCE ROOTCAUSE	OUTFLOW ROOTCAUSE
-THE UNCUT BECOME PEEL OFF DUE TO STRIPPING PROCESS.	-OPERATOR MISSED THE SAMPLING FOR THE LAST BATCH (25 pcs) OF MATERIALS.

IMMEDIATE ACTION: (Action to be done to contain/ temporary correct the problem found)

A. Sorting Result

	Location	Total Stock	NG	Total Good
RM	N/A			
WIP	N/A			
FG	QA - SCREENING	500	25	475

B. Orientation

Date		Time	
Title	ORIENTATION REGARDING PEEL-OFF DEFECT OF CBMP FX2-5097-000 Z10 BOX OUTER		
Attendees	S1700 Diecut Machine Operator		

C. Reworking

Rework Quantity	N/A
Total Good	N/A
Rework Percentage (Good)	N/A

CORRECTIVE ACTION: (Actions to be done to ensure that the problem will not happen again)

	Actions to be done to eliminate recurrence	Who / When
System	N/A	
Design / Tools	N/A	
Process	-REPLACEMENT OF BROKEN BACKING TAPE -BOXES WITH AUTO STRIP WILL PALLETIZE SMOOTH SURFACE ON TOP FOR VISUAL CHECKING OF PEEL OFF -RE-ORIENTATION REGARDING SAMPLING CHECKING PER BATCH (25pc).	PRODUCTION UPON DETECTION PRODUCTION DONE PRODUCTION 200130

II. QA ROOTCAUSE VERIFICATION (To be filled out by QA In-charge)

Date Conducted: 20 01 27 PIC: A. Vergara

Identified Rootcause	Recommendation
~ The kraftliner @ the smooth surface was pulled along w/ trimming during stripping since there was uncut liner on the slot of the item that still connected w/ trimming, because the impact of the diecut blade is not enough to pierce completely the material	~ Upgrade backing tape used from clear tape to steel tape (As cutting impression support) ~ Increase the pressure ~~from~~ on the range of 80 - 90 Pa.

III. CORRECTIVE ACTION VERIFICATION (To be filled out by QA In-charge)

	Checked by	Date	Implemented?		Remarks
1st Verification of Action	A. Vergara	20 01 27	[✓] Yes	[ ] No	Corrective Actions are implemented
2nd Verification of Action	A. Vergara	20 02 14	[✓] Yes	[ ] No	Recommendation is effective
3rd Verification of Action			[ ] Yes	[ ] No	
Effectiveness of Action	A. Vergara	20 03 03	[✓] Yes	[ ] No	C.A. & Recommendation is effective

QUALITY ASSURANCE DEPARTMENT
CLOSED
DATE AND SIGNATURE 200310

Note: If no same defects / problems occurs for 5 consecutive deliveries, corrective action is considered effective / closed. If the same problem occurs within 5 consecutive deliveries or 3rd verification of action still not yet implemented, Investigation Report shall be re-issued to the affected department to provide new improvement action.

IV. CLOSURE

Status:	Remarks:	Approved by:		Process Owner Acknowledgment: (Receiving Section)	
[✓] Closed [ ] Still Open [ ] Re-Issue IRF	5 lots running no occurence of same defects	QA Supervisor Date: 20 07 08	QA Asst. Manager Date: 20 07 08	Line Leader Date: 200713	Department Head Date: 20 07 13